

Emergency Support Function #14: Volunteer & Donations Management

Lead Agency:

- N.H. Dept. of Safety, Division of Homeland Security and Emergency Management (HSEM)

Support Agencies:

- N.H. Voluntary Organizations Active in Disaster (NHVOAD)
- Non-Government Organizations (NGOs)
- Volunteer NH
- Governor's Office
- N.H. Dept. of Administrative Services

INTRODUCTION

A. PURPOSE

The purpose of Emergency Support Function #14 – Volunteer and Donations Management (ESF #14) is to facilitate and coordinate communication and activities of volunteers and voluntary agencies responding to a declared state emergency, and to describe the processes used to ensure the most efficient and effective recruitment and use of unaffiliated volunteers¹, unaffiliated organizations and unsolicited donated goods, services and monies to support organizations prior to, during and after incidents/emergencies requiring a state response.

B. SCOPE

ESF #14 provides the coordination and delivery of volunteer efforts, organizations and donations by facilitating the expeditious delivery of donated goods, services and funding available within the network of New Hampshire Voluntary Organizations Active in Disaster (NHVOAD) agencies.

ESF #14 also provides guidance on the State's role in supporting local governments in the management of goods and services as well as unsolicited donations that may be received for response efforts.

SITUATION AND PLANNING ASSUMPTIONS

A. SITUATION

A significant natural or man-made event beyond the capability of local jurisdictions to respond may result in an impact on local manpower and resources necessitating an organized recruitment effort, and/or an overwhelming public response that may require an organized utilization and coordination of volunteers and donations. Preplanned volunteer and donations management strategies will reduce problems associated with spontaneous, unaffiliated volunteer response, identifying sources for specialized volunteer needs and assist in the coordination of offers of unsolicited goods and services.

The primary function of the agencies associated with ESF #14 is to coordinate the provision of donated resources to meet the needs of the impacted area during a state response. Response will be made directly in support of the SEOP and through direct requests from ESF #7 – Resource Support.

The State of New Hampshire encourages local governments to coordinate with voluntary agencies, community and faith-based organizations, volunteer centers, and private-sector entities through local Citizen Corps Councils and local or Community Voluntary Organizations Active in Disasters (VOADs) to participate in preparedness activities, including planning, establishing appropriate roles and responsibilities, training, and exercising. Local governments have primary responsibility in coordinating their local resources and are encouraged to establish a structure responsible for receiving, recruiting, tasking, training and employing the full range of goods and services that may be donated and/or required during an emergency.

Private non-profit and private sector organizations that can provide a specific disaster-related service to the State and local governments are encouraged to establish pre-incident operational agreements with local emergency management officials. At the State level, Volunteer NH, will attempt to provide pre-incident support through its NHVOAD membership to broker a match with the most appropriate ESF or response element for organizations with disaster services that are not currently affiliated with a specific ESF or Support Annex.

B. PLANNING ASSUMPTIONS

1. Once emergency conditions are known, individuals and relief organizations from inside and outside the impacted area will begin to collect materials, funds and supplies to assist the devastated area.
2. Individuals and organizations will feel compelled to go to or donate to the area with offers of assistance. Similarly, the impact of the emergency will be such that current resources are overwhelmed and services will be sought from outside sources. When these situations occur, a need for an organized response is imperative. Multiple collection and distribution/staging areas may be required.
3. Non-useful and unwanted donations can be expected. These items would include but are not limited to; unsorted or dirty clothing, used mattresses, highly perishable or outdated food products and worn out or cast-off items. To prevent an overabundance of these items, coordination through Volunteer NH is essential. In the event that these items need to be disposed of, the State of NH will assist in the provision for proper disposal.
4. Local volunteer resources will experience a deficit in some, if not all areas. This will necessitate state and possibly federal assistance.
5. The use of volunteer resources will not supplant available state resources.
6. The State encourages donations from the general public to be made as cash to established, voluntary, faith-based, and/or community organizations providing services to disaster victims, such as Volunteer NH. Some agencies may have independent authority to accept gifts and/or services of volunteers that may be exercised independently by those agencies.
7. The State encourages individuals interested in volunteering personal services to directly affiliate with a voluntary organization/agency of their choice or a local volunteer center and/or to participate through their local Citizen Corps program.
8. Full use of existing volunteer and donations management resources at the local level is encouraged before seeking assistance of the state or federal governments.
9. HSEM in conjunction with Volunteer NH will coordinate with other agencies in the solicitation and management of unaffiliated volunteers and donated goods/services in support of State efforts and will assist in identifying operational requirements for their effective use.

10. Coordination between those services offered in ESF #14 and the State Emergency Response will occur through relative ESFs and ESF #7.
11. A system needs to be established for assuring acknowledgement of donations is made in a timely manner.
12. Unaffiliated volunteers assigned to provide a service during the emergency must have adequate training and liability coverage prior to assignment.
13. Under no circumstances will the donation of used mattresses, pharmaceutical supplies or other medicines be accepted from the general public through this ESFs activities.

CONCEPT OF OPERATIONS

A. GENERAL

1. The primary function of ESF #14 is to coordinate the provision of donated resources, goods, funding and volunteers to meet the needs of the impacted area(s). A coordinating group comprised of voluntary organizations and State agencies will be activated to facilitate the provision of volunteers and donations based on assessed needs.
2. HSEM in conjunction with Volunteer NH, as the primary agency, must ensure that through coordinated annual planning, all ESF #14 agencies will be:
 - a. Participating in review and revision of this Appendix;
 - b. Are sufficiently training and capable of fulfilling responsibilities of ESF #14 in the SEOC; and,
 - c. Coordinating, attending, and participating in meetings, training sessions, conferences and exercises.
3. Developing, testing, and maintaining manual or automated listings of the following:
 - a. ESF #14 Agency emergency points of contact that may need to be contacted, and;
 - b. Available resources (human, facilities, etc.) from associated voluntary, inter-faith and other NGO support agencies.
4. Once ESF #14 is activated it will work with the SEOC Operations Officer in support of operations.
5. Coordinating with ESF #7 and other ESF Primary/Lead Agencies, in keeping with their scope of work agreements, to serve as a source of information regarding the availability and potential availability of voluntary and donated resources. Coordinating with the Private Sector Support Annex for solicitation of goods from private sector sources.
6. Coordinating the evaluation and performance of mission/task requests.
7. Resourcing inventories, including volunteer support, will be made by using the National Incident Management System (NIMS) Typing, whenever possible. Status of committed and uncommitted resources will be tracked in WebEOC during activation of the SEOC.
8. Unified Command is used to manage assets in the field due to the number and variety of government and private sector organizations that may be involved.

No single agency can manage donated goods and services. Upon notification of an emergency requiring the activation of the Emergency Operations Center or other significant State response, VNH will notify designated essential personnel, support

agency representatives to implement the ESFs standard operating procedures/guides (SOPs/SOGs) to effectively manage emergent volunteers and donated goods and services. That response may involve:

- a. Other Emergency Support Functions (ESFs)
- b. State Agencies
- c. Non-State Agencies
- d. Federal Agencies
- e. Private sector organizations
- f. Faith Based Organizations

B. ORGANIZATION

1. **Organizational Chart (Command & Control):** ESF #14 shall function under the direction and control of the SEOC Logistics Chief. (*See Organizational Chart in SEOP Base Plan. Chapter IV.4.d.*).
2. **Operational Facilities/Sites/Activities**
 - a. **State Emergency Operations Center** – Upon activation of the SEOC, the Logistics Chief or the ESF #7 Support Lead Agency may request the presence of a representative of ESF #14 to report to the SEOC. Specific missions will be tasked to support the emergency response of the ESFs and other Support Annexes. In addition, unsolicited offers of goods and services may occur. ESF #14 should implement and maintain a system to coordinate, track and manage these offers and work through their member agencies and ESF #7 to best match requests to offers. The SEOC functions as the "clearinghouse" that is used to receive and "track" assigned missions, resources committed, resources available, needed support for resources committed, status and activities of other facilities activated by ESF #14, provide informational awareness to/from support agencies and many other matters necessary for an effective emergency operation.
 - b. **State Emergency Operations Center Mission Tasking** - The ESF #14 representative will assign request for assistance to their agency or agencies that have the most appropriate resources and expertise to accomplish the task. No agency should be tasked more than another to ensure a balance in "mission" tasking and to maximize the use of all available resources. Mission Tasks will be posted to WebEOC and reviewed periodically to assure the most up to date information is provided. HSEM in conjunction with Volunteer NH will activate AidMatrix for tracking needs and resources.
 - c. **Field Operations and Facilities** – The ESF #14 agencies may activate/operate in several facilities and/or operations outside of the SEOC. Since activation of these activities may occur during any of the phases in an event, the activation sequence should be prepared for and discussed with the ESF #7 representative in the first hours of an event. Such operations and/or facilities should include:
 - i. **Volunteer and Donations Hotline:** Receiving and processing offers of donated goods and volunteer services. The Hotline will also be providing information on acceptable donations and disaster relief organizations accepting various donations. The Hotline may be instituted as a "stand-alone" activity or incorporated into an existing information-based agency such as NH211. In the event that NH211

cannot support this hotline, HSEM may provide a standalone 800 number for Volunteers and Donations.

- ii. **Volunteer and Donations Recruitment Operations:** Developing and implementing activities aimed at meeting requests for volunteer personnel and goods and services that are requested by local municipalities, ESF agencies and other Support Annexes. Recruiting and/or soliciting strategies will be formulated and carried out as appropriate. In some instances, requests can be met from existing member agencies/organizations and groups. When a solicitation or recruitment effort is launched that requires a general appeal, it will be coordinated with ESF #15 – Public Information as well as ESF #7. Activities will be based on current NHVOAD member and partner agencies' internal plans (as addressed in NHVOAD SOP).
- iii. **Donations Warehouse and Resource Staging Area:** The State of New Hampshire will help coordinate the identification of primary and secondary buildings for use during a disaster. The State will attempt to enter into agreements with as many properties as deemed necessary. Volunteer NH will enter into an agreement with the Seventh Day Adventists to manage the day to day operations and management of the warehouse. Activating and deactivating of such facilities will be based upon the probability and volume of needs during and following the emergency event. ESF #7 may be requested to provide temporary supervision and staff dependent on ESF #14 agencies' availability. ESF #7 and/or other relevant ESF Support Annexes may also be instrumental in identifying and securing such facilities.

The Warehouse should have the ability to receive solicited and unsolicited donations. Unsolicited shipments may be directed to a staging area for inspection, inventory, acceptance, and delayed unloading, so as not to interrupt any scheduled donations. Sorting will determine whether items are usable or not. Unusable items may be turned away or will be discarded according to any required regulations/laws.

- iv. **Emergency Volunteer Center:** This site serves a location to effectively and efficiently process and register unaffiliated volunteers and to match their skills to agencies needing assistance in response to an emergency.
- d. **Federal Resources** - When ESF #14 foresees or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source.
- e. **Contracts and Contractors** - Agency(ies) contracts may be utilized or access to State of New Hampshire or private sector contracts may be made through coordination with ESF #7.

PHASED ACTIVITIES

A. PREPAREDNESS ACTIVITIES

1. Reviewing and updating of this Appendix on an annual basis.
2. Reviewing member/support agency missions, capabilities and resources on a set basis. Maintaining up-to-date listings from each, including current points of contact.
3. Developing staffing rosters to be utilized during SEOC activations and assure adequate training is provided to personnel to serve as representative in SEOC for extended periods of time.
4. Maintaining MOUs/LOAs as appropriate.
5. Reviewing any After-Action Reports or other documents to determine potential needs from this Appendix that may be made during an emergency including facility needs.
6. Providing donations management - related and other appropriate training in order to fulfill responsibilities outlined in this Appendix.
7. Participating, as requested, in HSEEP-compliant trainings and exercises.
8. Identifying processes for volunteer recruitment, donation receipt, tracking and acknowledgement.
9. Annually reviewing the Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
10. Supporting ESF #14 personnel should integrate NIMS principles in all planning.

B. RESPONSE ACTIVITIES

1. Assigning and scheduling sufficient personnel to cover an activation of the SEOC for an extended period of time. Providing updates and briefings for any new personnel reporting for duty. Maintaining and updating WebEOC as appropriate for all ESF #14 activities. Upon activation, the ESF #14 representative will implement existing operating procedures and cooperating agency notifications as outlined in its existing SOPs.
2. The EOC Liaison Officer and ESF #14 representative will be determining volunteer and donation needs and seek/arrange for available resources to the best of their capabilities.
3. Generating information to be included in SEOC briefings, situation reports, and/or action plans.
4. Maintaining accurate records of all volunteers utilized.
5. Preparing for the arrival of, and coordinating with, FEMA Volunteers and Donations Management personnel, if appropriate.
6. Preparing and maintaining appropriate documents and systems in carrying out responsibilities, including tracking of resources, recruitment activities, etc.
7. In cooperation with relative ESF Support Annexes, providing input on probability and time period of the recovery phase for the event and on an "After-Action Report" for ESF #14 activities.

C. RECOVERY ACTIVITIES:

1. Once recovery efforts have been initiated, ESF #14 will assist, coordinate, and facilitate volunteer and donation needs. Those requirements would include but are not limited to personnel, funds, and donated items.
2. Coordinating with other relative ESF and agencies to help meet unmet needs resulting from the disaster.

3. Generating information to be included in SEOC briefings, situation reports, and/or action plans.
4. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
5. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, State, and/or federal officials. Continuing to provide input on development of the “After-Action Report”.
6. Continuing the acknowledgement process for donations received. Tracking the source and type of donations and including them on resource lists for future activations.

D. MITIGATION

1. Providing updates and briefings for any new personnel reporting for or assigned to ESF #14 activities. Maintaining and updating WebEOC, as appropriate.
2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborating with Long-term recovery agencies regarding mitigation and/or redevelopment activities that may need ESF #14 assistance. Requesting support for mitigation and/or redevelopment activities that may begin before SEOC deactivation and continue for several months.
3. Supporting requests and directives resulting for the Governor and/or FEMA concerning mitigation and/or redevelopment activities. Probable requests and directives include establishing review and study teams, supporting local government contracting for mitigation and/or redevelopment needs, and other similar professional, technical, and administrative activities.
4. Generating information to be included in SEOC briefings, situation reports, and/or action plans.
5. Continuing to provide input on the “After-Action Report” and incorporating any changes as appropriate.

ROLES & RESPONSIBILITIES

A. ACTIVITIES ASSOCIATED WITH FUNCTION:

1. All coordinating and cooperating agencies will provide available, trained personnel to serve as representatives in the SEOC. Maintaining and updating WebEOC as needed.
2. Establishing mechanisms and strategies to enhance the recruitment, registration, tracking, training, task-matching and provision of liability coverage for unaffiliated volunteers utilized during an activation of this Appendix.
3. Recommending potential facility/area needs and recommending appropriate actions to secure these sites, including manpower needed to adequately staff them as the incident warrants and as requests are made.
4. All personnel have access to their agency’s available and obtainable resources. The committed and uncommitted status of such resources is continuously tracked during an activation of the SEOC. All personnel have access to appropriate records and data that may be needed for a volunteers and donation management response (i.e., letters of agreements, memorandums of understanding, resource and capabilities listings, mission statements, etc).

5. Participating in the evaluation, prioritization and mission assignment of ESF #14 resource requests submitted to the SEOC. Supporting requests through available resources of cooperating agencies and other potential sources, including resources that are available through associations, compacts, other agency divisions or offices, and/or FEMA.
6. Supporting the development of situation reports and action plans during activation of the SEOC. Maintaining updated information and providing as appropriate to ESF #7 and other relative ESFs as well as WebEOC.
7. Assisting in the evaluation of human resource and asset needs of the impacted populations. Providing input on impact assessments in the threatened and/or impacted area and request personnel for response and recovery work, as appropriate.
8. Participating as appropriate and as requested, in HSEEP-compliant drills and exercises.
9. Assuring all Support Agency “lead personnel” (those who will play supervisory or directive roles, including SEOC representatives) are trained in NIMS and receiving other appropriate training.
10. Maintaining position logs in WebEOC, providing appropriate and pertinent information.
11. Assisting in the development of a plan for appropriate disposal of all unwanted/unused donations.
12. Developing and implementing a system for the timely acknowledgement to donors during an emergency situation in which ESF #14 is activated.
13. Reviewing and updating Mission Tasking on regular basis.
14. Providing Subject Matter Experts (SME’s) as requested to support emergency response activities, as requested and appropriate.

B. AGENCY SPECIFIC

1. Lead Agency: HSEM

- a. Supporting the overall administration, management, planning, training, preparedness, response, recovery, and mitigation/redevelopment activities.
- b. Working with the Safety Office to assure worker safety.
- c. Assigning personnel to the ESF #14 duty schedule at the SEOC, as requested. Maintaining position logs and mission tasking in WebEOC. Ensuring ESF #7 is kept apprised of all ESF #14 activity during activation.
- d. Providing and maintaining up to date points of contact for all cooperating agencies and resources. Assuring ESF #7 has current contact information for VolunteerNH in case of activation.
- e. Assuring agreements (mutual aid, MOUs, LOAs) are in place and maintained, either directly or through cooperating agencies, to fulfill ESF #14 mission.
- f. Assisting personnel, either within VolunteerNH or within cooperating agencies, with appropriate training to fulfill the ESF #14 responsibilities and missions.
- g. Hold periodic meetings with cooperating agencies to assure ESF #14 Appendix is reviewed and updated, as appropriate, and that cooperating agencies understand the roles and responsibilities contained within.
- h. Ensuring participation by ESF #14 in HSEEP-compliant drills and exercises, as appropriate and as requested.

- i. Working with cooperating agencies, ensure plans and strategies are in place prior to an emergency to effectively and efficiently carry out roles and responsibilities.
- j. Ensuring that all documents and appropriate records are maintained within WebEOC, reflecting activities during activations.
- k. Ensuring the development and review of the “After-Action Report” for activities by ESF #14 during activation. Incorporate into plans and strategies for future activations.

2. Supporting Agency: Volunteer NH

- a. **Other Components/Agencies/Organizations:** Participating in the fulfillment of and activities associated with ESF #14 missions and tasks, including the provision of personnel and resources.
- b. Assuring the Coordinating Agency has current point of contact information for agencies.
- c. Assisting in the identification of resources (including facilities) that may be needed for carrying out responsibilities during activation.
- d. Providing SMEs and personnel to help develop, implement and support activities and strategies associated with ESF #14.
- e. Ensuring the Coordinating Agency is aware of appropriate MOUs, LOAs and other support resources that are available through their agency/organization.
- f. Providing and ensuring appropriate training, recording, tracking and other appropriate activities are in place prior to activation.
- g. Providing the appropriate training of and liability coverage for all agency affiliated volunteers and staff during activations.
- h. Participating in HSEEP-compliant drills and exercises.
- i. Assisting the Coordinating Agency in the development of the After-Action Report and incorporating the strategies and procedures for future activations.

C. COORDINATION WITH OTHER EMERGENCY SUPPORT FUNCTIONS:

All Support Annex agencies will coordinate, as appropriate, with relative ESF Support Annexes (through ESF #7) by:

1. Notifying partnering agencies of available resources and capabilities;
2. Providing availability of subject matter experts for specialized requirements;
3. Providing available resources, capabilities and personnel for assisting ESFs and other Support Agencies in fulfilling their missions; and,
4. Notifying any pertinent information that may impact the ability of the appropriate ESF to carry out their missions/tasks.

D. SEOP HAZARD-SPECIFIC INCIDENT ANNEXES WITH ESF #14 RESPONSIBILITIES:

- Terrorism
- Radiological Incident at Nuclear Power Plant
- Hazardous Materials
- Public Health Emergency

FEDERAL RESPONSE INTERFACE/STATE & INTERNATIONAL MUTUAL AID

When Volunteer and Donation activities exceed the capability of the State, with the approval of the Governor, the ESF #14 Lead Agency will coordinate activities with the lead Federal Agency for Volunteer and Donations under the provisions of the National Response Framework (NRF).

State and International Mutual Aid Agreements (EMAC/IEMAC) may also be activated as the situation warrants.

ADMINISTRATION AND LOGISTICS

A. POLICIES:

1. All agency and ESF #14 Plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record and document all resources used in support of the emergency operation and provide such information to the Finance and Administration Section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

B. NOTIFICATION AND REPORTING:

1. Notification

- a. The N.H. State Police, a municipality or State Agency will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts an area of New Hampshire. HSEM will gather information for on-going situational awareness and notify ESFs, as appropriate.
- b. HSEM personnel will make the decision to activate the SEOC and determine level of activation.
- c. If SEOC activation is determined to be necessary, the HSEM Agency Liaison will notify the ESF Lead Agency of the activation and request designated personnel to report to the SEOC or to remain on stand-by.
- d. The Lead Agency will then notify the appropriate ESF Support Agencies and Support Annexes and determine coverage/duty roster needs for the Support Agency presence in the SEOC. The ESF may also determine that Support Annex activations may occur outside the SEOC and determine how contact with the Coordinating Agency will occur and be maintained. The State disaster management software will be utilized to provide continuous situational awareness.
- e. All ESF #14 Support agencies will make appropriate notifications to their appropriate regions, districts or local offices.
- f. The above notification process will be utilized for all phases of activation and activities in which the ESF #14 will be involved.

2. Event Reporting

- a. Event and position logs should be maintained by each ESF #14 agency in sufficient detail to provide historical data on activities taken during the event.
- b. Agencies are also expected to keep their Coordinating Agency updated upon all activities and actions.
- c. The Coordinating Agency will be responsible for making periodic reports to their respective ESF Lead Agency during the event and assure they are properly documented.

- d. All financial reporting will be done through the ESF Lead Agency on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, State and Federal guidelines, rules, standards and laws.
- 3. Agreements/MOUs, etc.**

Coordinating and Cooperating Agencies will maintain up-to-date agreements and Memorandums of Understanding, Letters of Agreement (MOU/LOA) with various other agencies, regions, states or countries, as appropriate. Each agency is responsible for keeping these documents updated and with appropriate points of contact. Cooperating Agencies should keep the Coordinating Agency informed of any such agreements which may impact resources or capabilities during an emergency incident. Coordinating Agencies should notify their respective ESF Lead Agency of the existence and content of such agreements. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of the entire SRO. These may be activated as the situation warrants.

DEVELOPMENT, MAINTENANCE AND IMPLEMENTATION OF ESF/SEOP

A. RESPONSIBILITIES

Development, maintenance and implementation of this Appendix rest with the Coordinating Agency in consultation and collaboration with the Cooperating Agencies. The appropriate ESF Lead Agency should also be informed of any changes or additions recommended or made.

B. CORRECTIVE ACTIONS

Following each activation, exercise, etc. in which this Appendix has been activated, an After-Action Report should be conducted by the Coordinating Agency with the appropriate Cooperating Agencies. A Corrective Action/Improvement Plan should be developed and incorporated into the ESF #14 response activities when updated. The appropriate ESF Lead Agency should be informed of any such developments or incorporations into the Support Annex.

C. UPDATING & REVISION PROCEDURES

The primary responsibility for the development and overall maintenance of the SEOP belongs to HSEM. Assistance and input will be sought from all ESFs and Support Annex agencies.

Updating and maintenance of this Appendix rests with the Coordinating Agency in consultation with their appropriate ESF Lead agency. Coordination, input and assistance should be sought from all the agencies involved in ESF #14 activities. An annual review of the Appendix should be conducted with information provided to HSEM for incorporation into the next SEOP scheduled update. This does not preclude the incorporation of any changes immediately into the Appendix. If information collected is of serious enough nature to require immediate revision, HSEM will produce such a revision of the SEOP ahead of schedule.

I. ATTACHMENTS

A. PLANS

1. State Hazard Mitigation Plan
2. Emergency Volunteer Center Plan DRAFT

3. Long-Term Recovery Plan DRAFT
4. NHVOAD SOP DRAFT
5. Volunteer and Donations Management Organizational Chart
6. Governor's Disaster Relief Fund

B. LISTINGS/MAPS

C. MOUs/LOAs

1. Emergency Management Assistance Compact
2. International Emergency Management Assistance Compact

**D. NATIONAL RESPONSE FRAMEWORK – VOLUNTEERS AND DONATIONS
MANAGEMENT SUPPORT ANNEX**